

## 24x7 App Challenge – Staff FAQ

### What is the 24x7 App Challenge?

The 24x7 App Challenge is a May campaign rewarding staff who consistently and correctly use the Driver App / Staff Login.

Use it properly every working day, and you'll be entered into a prize draw.

### What can I win?

-  **1st Prize:** 7 Nights Bed & Breakfast in the Algarve (Centre Algarve Hotel) \*
-  **2nd Prize:** Champagne Summer Hamper
-  **3rd Prize:** Summer Hamper

\*Subject to available dates.

### Will I have to pay tax on the prize?

If any tax is due on your prize, **24x7 will gross up the prize** by making an additional tax compensation payment. This means you will receive the full value of the prize and **will not be left out of pocket for any tax due on it.**

### What do I need to do to qualify?




To be entered into the draw, you must:

- Work a minimum of 5 days in May
- Log in every working day
- Use the app correctly each day
- Be using the latest Driver App version (**2.5.41**)

### What does “correct use” mean?

#### Drivers

Each working day, you must:

-  Log into the Driver App
-  Complete your vehicle checks, if you are a driver
-  Check and maintain an accurate passenger register

- ✓ Share your location while working
- ✓ Have push notifications enabled
- ✓ Complete any Vehicle Collision form in the App on the day of the accident
- ✓ Complete the Incident Form to share details of any incident during the journey

### **Passenger Assistants**

Each working day, you must:

- ✓ Log into the Staff Login Portal
- ✓ Check and maintain accurate passenger information
- ✓ Complete the Incident Form to share details of any incident during the journey

👉 Missing any of the above may mean that day does not count.

### **Both Drivers & Passenger Assistants**

- ✓ Ask parents/guardians to use the Parent App
- ✓ Update the Meet & Greet digital form with parents'/guardians' mobile numbers

### **Do I need to do this every day?**

Yes — you must complete all required actions on every working day, where applicable to each journey.

👉 The more consistent you are, the stronger your eligibility.

### **What happens if I miss a day?**

If you miss a day or do not use the app correctly:

- That day will not count
- Repeated issues may affect your eligibility for the draw

### **What if my app isn't up to date?**

You must be using:

#### **Driver App Version: 2.7.43**

If you are not on the latest version, you may not be included in the draw.


## Who is eligible?

- All active staff (Drivers & Passenger Assistants)
- Must work a minimum of 5 working days

## How is this being monitored?

App usage will be tracked automatically, including:

- Login activity
- Vehicle checks
- Passenger register completion
- Location sharing
- Notification status

 This ensures the draw is fair and based on actual usage.

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## When does the challenge run?

- **Starts:** 1st May
- **Ends:** 31st May

## When will the winners be announced?

- Winners will be selected after the campaign ends
- The announcement will be made in early June

## How will winners be notified?

Winners will be:

- Contacted directly
- Announced via internal communications and social channels

## Why are we running this?

Using the app correctly helps:

- Improve passenger safety and visibility
- Provide real-time updates to parents and guardians
- Ensure accurate journey information

- Strengthen overall service quality
- Enhance communication

**! Final Reminder**

This isn't just about winning a prize.

It's about doing the job properly, consistently, and safely.

**👉 Use it right. Every day.**